

W-01431A-09-0360

ORIGINAL

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM



0000101599

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 81073

Date: 8/11/2009

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: PETITION Last: PETITION

Account Name: Arturo Garino, Vice Mayor of City of Nogales

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Nogales

CBR: [REDACTED]

State: AZ Zip: 85621

is: Business

Utility Company: Valle Verde Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

*****OPINION OPPOSED TO DOCKET NO. W-01431A-09-0360*****

The following letter contains a total of 318 signatures (308 Residential Customer's & 10 Commercial Customer's).

PETITION RECEIVED:

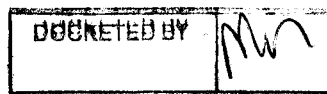
July 27, 2009

To: Arizona Corporation Commission
1200 West Washington Street
Phoenix, Arizona

From: Valle Verde Water Company customers
Nogales, Arizona

Arizona Corporation Commission
DOCKETED

AUG 11 2009



ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

2009 AUG 11 P 3:59

RECEIVED

Reference: Valle Verde Water Company application for the adjustment in rates.

We, the undersigned are customers of Valle Verde Water Company who strongly oppose the rate increase and we strongly oppose the manner in which these rates will be imposed on us.

1. The letter we received indicates that monies are needed for arsenic removal. Has arsenic been found to contaminate our water system? It would be nice if the customers received at least quarterly reports about the water quality in the Valle Verde system.

2. It also indicates that the monies are for erosion problems and that water line improvements are needed. Yet we, the customers have not been presented with any design concept or any plans for future projects to justify that claim. Where are these numbers for expenditures coming from? One example: The Valle Verde

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neighborhood has small lines and no hydrants. If this is one area of improvement where are the figures outlining the cost for this project? Where are the plans for such project that would justify the expense?

3. In the year 2007, VOC contaminates invaded five of the wells which posed a health hazard to all customers and due to that incident in January 2008, the Southwest Utilities Management Co. applied for and added an emergency interim surcharge to our bill. According to the company that surcharge will eventually faze out but we have nothing in writing. Where does that come into play with the proposed rates?

4. No public hearings have been conducted with the residents in reference to possible rate hikes.

5. The rates have been compared to those of the City of Nogales. Valle Verde Water Co. present rates are higher than those of the city and will be so much higher compared to those of the city if these new rates take effect.

6. Warehouses and some businesses have the larger water lines. These businesses are barely surviving. The increase of 200 to close to 400% would be devastating for these businesses. Businesses we depend on for a stable economy.

The fact that these increases come at a time that the economy is in such crises and the amount of the increase is so extreme, in itself, warrants a hearing. Increases of small increments are understandable. But these high percentages would have a great impact on many families who are on fixed incomes and financially strained. As we stated before businesses would also be devastated with such sudden increases. It should not be the fault of the customer that this company was negligent for so many years. We ask that you please consider our situation and that with this letter you accept and grant us a hearing of this issue. We also ask that you consider holding such hearing in Santa Cruz County where all the customers are being impacted. If held in Tucson or Phoenix it would be difficult for most anyone to attend. We are confident that a facility could be made available for such hearing if necessary. If you need any further information or have any questions, contact persons will be Arturo Garino, Vice-Mayor for the City of Nogales and Valle Verde Water Company customer. Phone number [REDACTED] [REDACTED] or [REDACTED] or Cathy Garino at [REDACTED].

Thank you for your attention in this matter.

Concerned customers of Valle Verde Water Company.

July 30, 2009

Please be advised that these signatures were collected in 2 days, due to the deadline of 15 days. We spoke to Jenny & Richard Martinez at your Tucson office and they indicated that 15 days would be July 31st. I hope you can accept these signatures for the opposition of the application request. A total of 15 lists with names have been submitted.

On the lists of residential alone 1067 total persons mostly children, reside under these addresses that would be affected by these increases.

On the business list a total of 94 apartments are this list that would affect 94 families.

On the business list you will see 27 businesses that would be affected.

Thanks for your attention in this matter.

Arturo R. Garino & Catherine R. Garino

End of Complaint

Utilities' Response:

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N/A

End of Response

Investigator's Comments and Disposition:

Docketed to be made part of the record. CLOSED

End of Comments

Date Completed: 8/11/2009

Opinion No. 2009 - 81073

NAME OF CUSTOMER

Esther Salas
Elvia Hernandez
JOSEPHAS MORALES
Rosa Lorena
Aldo A Oquedá
Cecilia Moriez
Cecilia Jimenez
MARIA DEL SOCORRO CARULLO
Becky Rodriguez
D. O. Hill
Edward H Zacharias
Rosa Ester
M. Melva Aceneto
Carlos Hernandez
Victor Ramon Mada
RONELIO SOTO
ERNEST
ERNIE P. LOWE
PATRICIA Melendez
LETICIA LEE
Raquel Garcia

NAME OF CUSTOMER

Robert & Yolanda Dubois
David & Patricia Moore
OLIVIA & ABRAHAM MOIS
Cecilia RAMOS
Louisa C. LaRue
Ethel Scott
MANRIQUEZ
RAMON y ALEJANDRO
Patricia Buel
Francisca Leleif
Luz V Dupree
Yelia M. Velazquez
Jan Martin
Juan & Maria Tavela
Reggie G. Amos
Alex & Gracie Abuirre
George Ceccheta Costa
Jerry Smith
Pastino & Aid. Domingo
Paul and Lupe Sandoz
William Bartholomew
Miguel Ceiratos

NAME OF CUSTOMER

FRANCISCO DIAZ
 Norma Gloria Har.
 GRACIELA G. CADALLO
 JOSE OSCAR LOPEZ
 Danette Soto
 Cecilia Juarez
 Olga Resendiz
 Maria Luisa Ruiz
 Jo Zuercher
 M. Alicia Cota
 John E. Kser
 Consuelo R. Jimenez
 Eduardo J. Alvarez
 Randy Garcia
 Dagoberto Taylor
 Ingrida Cruz
 A. R. Martinez
 [Signature]
 [Signature]
 Rodolfo Fuentes
 Ramon Garcia
 Alberto Martinez

NAME OF CUSTOMER

Zilda Gonzalez
 John E. Chao
 Maibel Acosta
 Familia Jesus Martin
 Edilia Martinez
 Jesusito Cuevas
 Samuel Lopez
 Silvia C. Valenzuela
 Kommet Carle
 Montan Campos
 N. Salas Chiqu
 Chuna Chiquiz
 Guadalupe Cok.
 Veronica Rios
 Jose R. Unzueta y.
 Martha Martinez
 Georgina Martinez
 Maria Martinez
 Humberto A. Smith
 Gabriela Morales
 Martin Duarte
 Maria Cecilia Gonzalez

NAME OF CUSTOMER

Carlos Lujan
 Enrique Robles
 Cesar U. Vences
 Socorro Rivas
 Bertha Lopez
 Chadenrip Pol
 Jorge C. Gonzalez
 Juan Enriquez
 Leo Felix
 Miguel Barrera
 Alexenia Boyana
 Gabriela Contreras
 Martalicia Fier
 Edmundo Enriquez
 Ventura Diaz
 Gustavo S. Casare
 Gabriela Duan To
 Ramon N. Nicksch
 Maria Rodriguez
 Uosi Galpin
 Francisco Romero
 Jesus Escudero

NAME OF CUSTOMER

Ann O'Quinn
 Ruben Atondo
 Julia Siqueiras
 Romeo Leon
 Ramon Atondo
 Aracely Naezagaray
 Pedro Ochoa
 Cruz Alberto Rocha
 Rene Bezzeller
 Heriberto Ole
 Loreen Felix
 Yolanda Dominguez
 MARIA-IBARRA
 Jose Luis Preciado
 Erin L. Sol
 Elsa DelaRiva
 Sandra Luzunza
 Sociedad Perez
 Melanie A. Garcia
 Antonio Santacruz
 Beatriz E. Corella
 Kori & Ariel Fierro

NAME OF CUSTOMER

Ana A. Crella

C. PANOUSAPoulos

Jorge Maldonado

Cpe Baldenegro

Pablo Ruiz

ANA B. MOLINA

Gilberto Bracamonte

Luis H. Cruz (Tonic)

Luz Elena Castillo

Esperanza H. Angulo

Alfonso S. Gomez

Jesus A. Rodriguez

Melinda S. Ulasco

Manuel Blasco

Ima Liguera

Lee Irons (Lee Iron)

Steve Irons

Dennis Salomon

Lorena Salazar

Mc Carmen Cedeña

Lana S. Palomares

Alicia Diaz

NAME OF CUSTOMER

Jesus E. Basuro

Jesus Machuca

Monica Armenta

Humberto Escobar

Marco Merino

Silvia Cacer

Ricardo Robles

ARTURO GARCIA

Edgar Zamudio

Santos Padilla Gomez

Silvia Medina

Ana L. Moreno

Leticia M. Hernandez

Dora Rayon

Connie Corrales

Adriana Duran

Guillermo Alvarado

Malena Novelo

The Sofia Families

Rafael Cecero

Alex Rosa Y. Nieves

RAMON Yocupicio

NAME OF CUSTOMER

AI

Marisela Centeno 41
Jose Luis Morala 4
Omair Escobosa/Claudia
Yanet C. Lopez 4
Sandra Alcantar 4
Arturo Aguirre R. 4
DORA Luz Vazquez 4
Jorge R. Camacho 4
Joan A. Lopez 4
Guadalupe Durán 4
Gloria Verdugo 4
Rafael Ruiz
~~Sara Gonzalez~~
~~Bill Kirkpatrick~~
Vaneth Coto A
Azucena Alvarez 4
Enrique Escobar K 4
Juan Pablo Guzman
Carlos Perez
Enrique Aldana
Daniel Villaiba
Abelardo Alvarado

NAME OF CUSTOMER

~~Maria Rodriguez~~
Dominique Rodriguez
Maria Castillo
Diana Rodriguez
Carmen Huerta
~~Trinidad~~
Verónica Márquez
Harold Huerta
Laura Egurola
Luis F Enciso-Ulloa
Maria Luisa Enciso-Ulloa
Miriam Molina
Enrique Cejudo
Luis Espinoza
Sylvia Zurita
Ernesto Espinoza
Juan M. Martinez
Arturo
~~Juan~~
Juan Morales
Olivia Castedo
Diana Hawkins

(23) Nad Orozco
luz Santillana

NAME OF CUSTOMER

A1

Rosario Vargon 2
 Maria Gomez 3
 MARIA G. Lino 1
 Maniluz boir 1
 MANIA JESOS Omgel
 Raquel Peraza 4
 Manuel Lopez
 Rosa M^a Lopez 8
 Graciela LARRIVA
~~Maria~~
 Walt Spatt
 MARTIN PRECIADO
 Carlos PRECIADO
 Jose Luis guillen
 Emyliada Buzido
 Luis Castro
 Annette Ballesteros
 Alba Llanes
 Roberto G.
 Maria Mayer
 Quila
 Rosalva Genda

NAME OF CUSTOMER

Angel Violante
 Olga Ruiz
 Jose Daniel Glez
 Lorenzo R ANIA
 Alfredo Figueron
 Rudy T. Ronquillo
~~Kenneth M. M. M.~~
 Luis Hdez

A

N

C.

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Summary

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NAME

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7

Jesus Octavio Gonzalez

Denny Vega 26

René Rivalcán 26

Gloria Rivalcán

~~Roberto Vega~~ 60

Julio M. Somoza

Gloria K. Osorio

Carina Lara

2630 N. Green place

(9)

NAME OF CUSTOMER

Richard & Mercy Hughes

RICARDO GARCIA

Olivia & Josephus Morale

Gilberto & Patricia Rodrig

MARIA & EDUARDO TA

MARTHA V. ARANI

Maria Santa Cruz

Lydia A Burboa

REBECCA BURKET

Cassandra Hernandez

Linda Manjarrez

Linda Manjarrez

Miguel Garcia

Luis E. Claver Jr

ERNESTO & MARIA MORE.

Margarita L. Sol

Anna K. Cervantes

Mario O. Johnston

Susaleupe Com

Martin P. Arana

Ulises Ochoa

Jose y Elvia

Korchmaros

L. F. C. A. Hernandez

Continued